

MILPERSMAN 1000-021

COMMAND PAY AND PERSONNEL ADMINISTRATOR (CPPA) PROGRAM

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References	(a) OPNAVINST 5200.45 (b) 5 U.S.C. §552a, Privacy Act of 1974 (c) NPPSCINST 1000.1B, Navy Pay and Personnel Support Center Pay/Personnel Administrative Support System Coordinator Guide (d) NPPSCINST 1000C, Transaction Online Processing System Guidelines (e) NAVPERS 18068F, Volume II, Navy Enlisted Classifications Manual
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1. **Purpose.** To supplement reference (a) and define minimum requirements for the appointment of a command pay and personnel administrator (CPPA), as well as basic responsibilities of supported commands, supporting personnel support detachments (PSDs), functional service centers (FSCs), and designated CPPAs.

2. **Background.** The CPPA serves as the critical link between an individual Sailor, his or her command, and the supporting personnel support organization. It is the responsibility of the CPPA to ensure that all documents and information required to provide Sailor personnel or pay support are relayed to the appropriate supporting organization via the current authorized process and per applicable policies governing timeliness standards.

a. Per reference (a), the responsibility of the Personnel Administrative Support System (PASS) Program is to provide Sailors and commands with personnel, pay, passenger transportation, educational services, and other related support. Designation of the CPPA is critical to providing required and expected levels of personnel and pay support for all Navy personnel.

b. Reference (a) specifically requires all Navy commands supported by the PASS Program through a PSD, including those units supported for pay only, to designate (in writing) a responsible individual as their CPPA.

3. **Requirements.** The CPPA will have routine access to personnel information belonging to command personnel (officer, enlisted, and (at times) dependents) that is protected by reference (b). The unauthorized disclosure of personnel data and personally identifiable information (PII) can result in civil, criminal, or administrative penalties. Therefore, the CPPA must meet the following requirements:

a. Be an individual selected by the commanding officer (CO) or officer in charge (OIC) deemed capable of performing in a position of trust. COs or OICs should designate a military person as the CPPA. If there are not any military personnel available to perform this duty, a Government civilian may be assigned. Only as an exception, if a unit has no military or Government civilians to perform this duty, a contractor working for the command may be assigned as a CPPA. Qualification requirements to perform the duties of CPPA are the same for anyone serving in that role.

Note: Commands billeted for a PS, YN, or NC will designate those ratings as priority (in that order).

b. Be designated in writing using CPPA Designation Letter (exhibit 1).

c. Complete the training requirements specified in paragraph 4a of this article.

4. **Required Training**

a. The following Navy e-Learning courses must be completed prior to gaining access to systems required to perform CPPA duties:

- (1) PAYPERS Command Pass Coordinator (CPC) Training
- (2) Privacy and PII.

(3) Records Management in the DON: Everyone's Responsibility.

b. The following Navy e-Learning courses are recommended to enhance CPPA general knowledge:

(1) Department of the Navy (DON) Records Management: Advanced Topics.

(2) General Forms Management, General Forms User Training.

5. **Supporting Resources.** In addition to reference (a), the following resources will assist the CPPA in the performance of assigned duties:

a. The Navy Personnel Command CPPA resources Web page, which is a repository with a wide range of links to authoritative guidance (e.g., SOPs, information, and user aids) is available at: <http://www.public.navy.mil/BUPERS-NPC/SUPPORT/PAYPERS/CPCRESOURCES/Pages/default2.aspx>.

b. References (c) and (d), which are task-based user aids with links to policy, guidance, and supporting resources, may be downloaded from the NPPSC SharePoint site at: <https://mpte.navy.deps.mil/sites/npc/pers2/NPPSC/SitePages/Home.aspx>.

c. Navy E-Learning. Enroll in courses via Navy Knowledge Online (NKO): <https://www.nko.navy.mil>.

d. Navy Standard Integrated Personnel System (NSIPS) users' information is available on NKO: NKO>ORGANIZATION & COMMUNITIES>NSIPS.

e. The Navy Official Military Personnel File (OMPF) - Administrator (Admin) Access and OMPF - Command View Users' Guide from the NPC Public Web site at: http://www.public.navy.mil/bupers-npc/career/recordsmanagement/Pages/OMPF_CmdView.aspx.

6. Responsibilities

a. The CO of PASS-supported commands must:

(1) Take into consideration the size and complexity of the command when determining the number of CPPAs assigned. While some commands may only require assignment of a primary, and in some cases a secondary CPPA, additional CPPAs may be designated to meet individual unit needs. A reasonable ratio is one CPPA for every 200 military members.

(2) Designate (in writing) qualified personnel to serve as CPPA using the format provided in exhibit 1.

(3) Ensure completion of both OPNAV 5239/14 System Authorization Access Request Navy (SAAR-N) Adobe PDF SAAR and the NSIPS online version to request CPPA NSIPS User Role access. OPNAV 5239/14 may be accessed by using the following Web address: [https://navalforms.documentservices.dla.mil/formsDir/OPNAV 5239 14 7631.pdf](https://navalforms.documentservices.dla.mil/formsDir/OPNAV%205239%2014%207631.pdf).

(4) For enlisted military personnel, submit NAVPERS 1221/6 Navy Enlisted Classification (NEC) Change Request to request NEC 95AD when all training requirements have been completed. NAVPERS 1221/6 may be accessed by using the following Web address: <http://www.public.navy.mil/bupers-npc/reference/forms/NAVPERS/Pages/default.aspx>.

(5) Provide a copy of the notification letter (exhibit 2) to the supporting PSD after the NSIPS CPPA user role is obtained and NEC 95AD is awarded.

(6) Personally counsel newly designated CPPAs to stress the importance of the assignment and the lawful requirement to protect PII at all times.

(7) Ensure prerequisites outlined in paragraph 4a are completed prior to designation.

(8) Routinely meet with the CPPA(s) to reemphasize the importance of duties, to verify PII protection, and to address issues or barriers internal to the command or with the supporting PSD or FSC.

(9) Ensure mandatory attendance by all designated CPPAs (as operational commitments permit) at PSD-sponsored training events.

(10) Ensure the supporting PSD is notified in writing upon termination of appointment, and submit an updated notification letter (exhibit 2).

b. The PSD OIC or director must:

(1) Ensure newly designated CPPAs are provided training and indoctrination when first appointed. At a minimum, training will include:

(a) PSD organization and points of contact.

(b) Services provided and interface procedures.

(c) Authoritative policy guidance, training materials, and online resources.

(d) Schedules and locations for the monthly CPPA engagements/meetings.

(e) Access to and use of the online systems required to perform personnel or pay support (i.e., NSIPS and the OMPF (OMPF for enlisted admin users)).

(f) Access to and use of any online systems required to perform document handling or customer relations management (i.e., NSIPS, TOPS etc.).

(2) Ensure CPPAs selected by supported commands have completed all prerequisites (see paragraph 4a) as evidenced by course completion certificates and approved NAVPERS 1221/6 (if Navy enlisted personnel).

(3) Provide regularly scheduled CPPA training by those means necessary to ensure all CPPAs, including those servicing geographically separated units, have an opportunity to participate. Training may include classroom, video teleconference, Defense Connect Online, phone conference, or any other means that support the customer commands.

(4) Inform CPPAs of all changes in policy or procedures impacting personnel, pay, and transportation entitlements.

(5) Provide feedback to CO on CPPA engagement/meeting attendance and performance.

c. CPPAs must:

(1) Complete prerequisites outlined in paragraph 4a and submit certificates of completion to the CO.

(2) Submit both OPNAV 5239/14 Adobe PDF SAAR and NSIPS online version to request NSIPS CPPA user role access.

(3) Submit OPNAV 5239/14 and NAVPERS 1070/856 Request for Authority to Draw Personnel Records for access to the Electronic Military Personnel Records System (EMPRS) with all required signatures to their command's designated OMPF Command View Administrator. Access will only be granted to enlisted OMPF records. NAVPERS 1070/856 may be accessed by using the following Web address: <http://www.public.navy.mil/bupers-npc/reference/forms/NAVPERS/Pages/default.aspx>.

(4) For enlisted military personnel, submit NAVPERS 1221/6 to obtain NEC 95AD per reference (e).

(5) Maintain familiarization with reference (a) and the additional training materials listed in this article.

(6) Serve as the primary customer service link between command members and the supporting PSD or FSC.

(7) Attend all scheduled CPPA engagements/meetings. If unable to attend, arrange to receive information provided via alternate means.

(8) Obtain and maintain additional access to the systems and software (i.e., TOPS, NSIPS Electronic Service Record (ESR), OMPF, etc.) necessary to complete CPPA duties.

(9) Use PASS policy and Navy Personnel Command (NAVPERSCOM), Pay and Personnel Management (PERS-2) standard operating procedures as primary references to ensure:

(a) All forms are properly completed and signed.

(b) All of the required key supporting documents and attachments are included for transactions.

(c) All information provided is sufficient to resolve the transaction in a timely manner.

(10) Promptly transmit documents (at least daily) to ensure compliance with the timeliness policy established by MILPERSMAN 1000-025.

(11) Protect PII in every action. Any time it is suspected that PII has been compromised, report the incident immediately to the unit CO and OIC or director of the servicing PSD or FSC.

Exhibit 1
CPPA Designation Letter

1000
Ser [XX/XX]
[Date]

From: Commanding Officer, [Command Name]
To: [CPPA rank/rate/title, first, MI, last name]
Subj: DESIGNATION AS COMMAND PAY AND PERSONNEL ADMINISTRATOR
Ref: (a) OPNAVINST 5200.45
(b) MILPERSMAN 1000-021

1. You are hereby designated as command pay and personnel administrator (CPPA) for (**command name**) (**UIC XXXXX**). You must familiarize yourself with references (a) and (b) to prepare you for your duties.

2. You are being placed in a position of trust, with access to the personnel records, data, and documents pertaining to command personnel. In this assignment, you are accountable for compliance with privacy protection requirements associated with the collection, use, dissemination, and maintenance of personally identifiable information (PII). At all times, you must protect PII and prevent unauthorized access or loss.

3. Specific duties and responsibilities include:

a. Complete annual PII training and familiarity with the practices and procedures required by the DON Privacy Program.

b. Serve as the primary customer service link between command personnel and the servicing personnel support detachment (PSD) or functional support center (FSC), including receipt, examination, and timely transmission of documents and information between command members and the PSD or FSC.

c. Escalate issues to appropriate leadership levels of the command and or PSD or FSC should problems occur that you cannot resolve.

4. Remember, this position of trust requires your active and vigilant protection of personal information. If, for any reason, you are unable to perform your assigned CPC duties, you are required to immediately inform your chain of command.

[TYPED NAME/SIGNATURE]

Copy to:
Supporting PSD or FSC (w/PII and Records Management Training Certificates)

Exhibit 2
CPPA Notification Letter

1000
Ser [XX/XX]
[Date]

From: Commanding Officer, [Command Name]
To: Director/Officer in Charge, _____

Subj: COMMAND PAY AND PERSONNEL ADMINISTRATOR (CPPA)
NOTIFICATION

Ref: (a) OPNAVINST 5200.45
(b) MILPERSMAN 1000-021

1. Per references (a) and (b), the following information is provided for the command's CPPA:

a. Primary CPPA:

- (1) Contact Phone:
 - (a) Comm:
 - (b) DSN: (if applicable)
- (2) Official e-mail address:
- (3) (For military personnel):
 - (a) PRD:
 - (b) EAOS:
 - (c) Date NEC 95AD awarded:
(For civilian contractor): Projected contract end date
(For civilian GS employee): Disregard this item (3))
- (4) Sample signature: _____

b. Secondary CPPA: (If more than one secondary CPPA, add additional personnel info below as needed):

- (1) Contact Phone:
 - (a) Comm:
 - (b) DSN: (if applicable)
- (2) Official E-mail address:
- (3) (For military personnel):
 - (a) PRD:
 - (b) EAOS:
 - (c) Date NEC 95AD awarded:
(For civilian contractor): Projected contract end date
(For civilian GS employee): Disregard this item (3))
- (4) Sample signature: _____

[TYPED NAME/SIGNATURE]

Copy to:
Designated CPPA(s)